

Product Number: 4401.03.15**APPLICATION SUPPORT – 24X7X365**

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This Product Description describes the level of support required for the applications listed herein. Applications in this category by definition are mission critical and require support 24 hours a day, 7 days a week, 365 days a year (24x7x365) including state holidays.

The hours of support required for Application Support - 24x7x365 are listed below.

| Application | Support Hours | Days of Week |
|--------------------------------|----------------|---------------|
| Application Support - 24x7x365 | 24 hours a day | 7 Days a week |

Product Features and Descriptions

| Feature | Description |
|--------------------------|--|
| Application availability | <p>Application availability to employees and/or clients is required on a 24x7x365 basis with the exception of scheduled downtime. A number of factors or links are outside of the scope of this Product Description. See attached list for applications that fall under this criteria.</p> <p>Scheduled maintenance of applications, upgrades, and back-up of servers, except for emergency situations which agency management will authorize, will be performed after business hours. These include local LAN availability, WAN availability, individual workstation availability and local service provider availability. Disruptions of these services are not a breach of this Product Description. All overtime incurred by application support personnel will be billed to the agency.</p> |
| Backup and Recovery | <p>Database backups occur on a daily incremental basis. Recovery may result in data loss to the point of the last backup unless the application has instituted logging that provides a more directed recovery effort.</p> |

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| Business Resumption/ Disaster Recovery | In the event of disaster, DTS must bring DOH applications online in accordance with DOH Disaster Recovery/Continuity of Operations Planning. It is the responsibility of DOH as part of their disaster recovery/continuity of operations planning to prioritize applications to be restored, and to provide funding if needed to accomplish plan goals. |
| Help Desk Support | <p>DTS shall provide Technical Support through both the DTS Help Desk and emergency support.</p> <ul style="list-style-type: none"> • The DTS Campus D Help Desk support hours are 8:00 AM to 5:00 PM, Monday through Friday, except State holidays. After hours calls are routed to the Hosting Operations Center for assistance. Call 801-538-5779 for assistance. • DTS DOH Application Development managerial support staff will be available via cell phone to provide emergency support 24x7x365. • DTS shall provide an escalation path for emergency application development support. |
| Reliability | Data integrity and system availability should not be compromised at any time. |
| Extensibility | <p>The environment must be able to grow to meet future needs for currently supported applications.</p> <p>The ability to meet future needs must not be limited by the application or data hosting environment</p> |
| Security | In order to meet Federal, State and Agency requirements, data transmissions for external and system security, internal security as defined by the database and password security must be encrypted to prevent unauthorized access to data. Federal security requirements are outlined in HIPAA, PCI, TTI, and SSA. |
| Software Upgrades | Relevant database software, development and support tools must be upgraded at reasonable intervals. Reasonable is defined by being; 1) at a supported level, and 2) providing needed functionality offered by new releases and dictated by business or technical needs. Upgrade requests and/or changes to shared environments must follow the DTS Change Management process before deployment to ensure shared user access is not lost, interrupted, or degraded. Application Development costs and application software licensing costs associated with these upgrades are the responsibility of the business unit owner of the application. |

Features Not Included

| Feature | Explanation |
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| Application Help Desk Support | This Product Description does not provide for application help desk support. This is a business function that is provided by customers of the applications. |
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Rates and Billing

| Feature | Description | Base Rate |
|--|--|-----------------------|
| Application Bug Fixes and Enhancements | Programming and interfaces to fix reported bugs, implement legislative changes, implement security requirements, implement purchased software upgrades, and implement enhancements that are approved and prioritized by DOH. | See DTS Approved Rate |
| Application DBA Support | Perform modifications to the database needed to accommodate the implementation of change requests. Maintain stored procedures, which create data files for many of the application interfaces. | See DTS Approved Rate |
| Project Support | Track tasks and coordinate programming and information analyst efforts. Coordinate modifications to 3 rd party systems that are impacted by changes being made. Coordinate testing activities and releases. | See DTS Approved Rate |
| Unit Testing | Perform DTS regression and first round of testing of bug fixes and enhancement requests assigned to each release. | See DTS Approved Rate |
| Network Support | Monitoring, troubleshooting and support to ensure uptime and sufficient performance throughout the DOH networks. | See DTS Approved Rate |
| Desktop Support | Physical replacement and maintenance of Desktops. This includes peripherals (printer, scanner, slip printer, cash drawer). Actual purchases made by DOH. | See DTS Approved Rate |
| Database Support | Database alterations, backups, restores, clones, monitoring and closing query processes that are adversely affecting production services. | See DTS Approved Rate |
| Hosting Support | System administration for all DOH and production environments. | See DTS Approved Rate |

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| Security | Enterprise Information Security | See DTS Approved Rate |
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Ordering and Provisioning

Application enhancement and updates may be requested by contacting the DOH DTS support group in person, by email, or by telephone. An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by DOH.

DTS Responsibilities

- Utilizing DTS methodologies for developing the business case for changes to the application
- Being able to customize the deliverable as requested by the customer
- Maintaining the system per the request of the user within the hourly rate
- Managing the project for making enhancements
- Nightly backups
- Restores as necessary
- Server administration and management where the system resides
- Internet and network connectivity as needed
- Applications in this category by definition exceed the normal working hours of DTS staff, it is implied that applications subscribing to this level of support will require emergency support of these applications
- Emergency support needs will be 24x7x365 support
- Scheduled maintenance of applications and back-up of servers, except for emergency situations which agency management will authorize, will be performed after business hours
- All standard DTS support services and rates not named in this agreement will apply.

Agency Responsibilities

- Providing direction and guidance for the scope of maintaining the system
- Following change processes if the scope of the project changes
- Providing access to needed business resources for information gathering
- Training users of the system and creating and maintaining all application functionality documentation of the system

DTS Service Levels and Metrics

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In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

| Metric Description | Target |
|--------------------|--------|
| See attached list | 99% |

Times exclude those tickets in a "Pending" status waiting a known bug fix.

The Department of Health expects applications and websites included in this product description will achieve a Percent Availability level of 99%, excluding scheduled maintenance.

DTS will provide the Department of Health with the below listed reports on a monthly basis.

- Uptime compliance reports for all applications (exception basis)
- Infrastructure down time
- First call problem resolution rate
- Response time (standard and priority)
- Resolution time (standard and priority)

In addition to a review of monthly reports, at quarterly meetings, DOH will review DTS performance in the following areas:

- Responsiveness to critical needs
- Application releases delivered as expected
- Issue resolution
- Success at meeting SLA requirements

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

| Total Time to Resolution | Target: |
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| | Percent of Tickets Meeting Priority Timelines |
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| Low priority - 6 Business hours | 90% |
| Medium priority - 4 Business hours | 90% |
| High priority – 3 Clock hours | 90% |
| Critical priority - 3 Clock hours | 90% |

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

| Time to Initial Response | Target: Percent of Tickets Meeting Priority Timelines |
|--------------------------------------|--|
| Low priority – 1 Business hour | 85% |
| Medium priority – 1 Business hour | 85% |
| High priority – 1 Clock hour | 90% |
| Critical priority – 30 Clock minutes | 95% |

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

| Metric Description | Target |
|--------------------------|---|
| First Contact Resolution | 65% of all incidents reported resolved on initial contact |

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

| Metric Description | Target |
|---|------------------------------|
| Average level of satisfaction with resolution efforts | ≥ 4.5 on a scale of 0 - 5 |
| Percentage of respondents expressing satisfaction (vs. dissatisfaction) | 93% of respondents satisfied |

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